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PROFESSIONAL SUMMARY

IT and Product Leader with 30+ years of experience architecting, developing, and modernizing secure, scalable systems across higher education, nonprofits, startups, healthcare IT, and compliance-focused environments.

Demonstrated success in spearheading large-scale IT initiatives, modernizing infrastructure, and aligning technology with business objectives to enhance operational efficiency, data security, system reliability, and user experience. Expert in the complete software development lifecycle (SDLC) from requirements gathering through long-term maintenance.

Track record of building high-performing teams, fostering cross-functional collaboration, and driving continuous improvement through Agile, Scrum, and hybrid methodologies. Adept at enterprise application development, API integrations, and cloud infrastructure management.

Expertise in creating intuitive applications, comprehensive technical documentation, and effective training programs. Knowledgeable in regulatory compliance (HIPAA, security best practices, risk management).

Passionate about leveraging technology for positive impact, particularly in healthcare access, mental health services, and mission-driven IT systems.

PROFESSIONAL VALUES

- **Empathy-driven leadership:** Creates productive environments through empathetic problem-solving and team development, boosting engagement and retention.
- **Trust and relationships:** Builds cross-functional collaboration by valuing diverse perspectives, improving project alignment and stakeholder satisfaction.
- **Excellence in solutions:** Develops scalable, secure, and user-friendly solutions that empower users, streamline operations, and drive measurable organizational success.
- **Strategic focus:** Aligns technology initiatives with business goals, ensuring that systems and processes support long-term growth, innovation, and competitive advantage.
- **Collaboration and mentorship:** Fosters collaboration across teams and departments, supporting professional development and innovation to help teams achieve shared goals and continuous improvement.

CORE COMPETENCIES

- IT Leadership & Strategy

- Strategic IT Planning
- Product Management
- Product Strategy
- Project Management
- Change Management
- System Architecture & Design
- Infrastructure Management
- Web Application Development & Responsive Design
- Cross-functional Collaboration
- Team Leadership & Mentorship
- Business Continuity Management
- Data Analysis & Reporting
- Technical Documentation
- HIPAA Compliance
- Requirements Gathering & Analysis

TECHNICAL SKILLS

Project & Product Management:

- Agile, Waterfall, hybrid methodologies, requirements gathering, backlog prioritization, user story creation, OKR definition, vendor management, cross-functional collaboration

Infrastructure & Security:

- Linux server management, cloud platforms (AWS, GCP), vulnerability scanning (Qualys), centralized logging (Splunk), SFTP, SSH, Containerization (Docker), SSO (Shibboleth)

Build & Automation Tools:

- NPM, Grunt, Gulp
- Zapier
- Custom scripting and cron
- AI-Assisted Workflow Automation, Generative AI (NLP), ML-Based Knowledge Retrieval, and Self-Service Support Automation

Frameworks & Technologies:

- React, Node.js, Web Application Frameworks, Responsive Design (HTML/CSS, Bootstrap, Font Awesome, Media Queries), REST APIs, Git, Microservices

Languages:

- JavaScript, Servlets, JSP, Python, PHP, SQL (PL/SQL), Java, Bash

Operating Systems:

- Linux (Ubuntu, Debian), Windows, macOS, iOS, Android

Tools:

- *Project/Task Management:* Asana, Trello, Jira, ClickUp
- *Collaboration/Communication:* Slack, Zoom, Google Workspace, Office 365
- *Code/Version Control:* GitHub, GitLab
- *Documentation/Knowledge Base:* Confluence, ServiceNow, Splunk

Testing & Compliance:

- Regression Testing, Integration Testing, UAT, HIPAA Compliance, Postman, Selenium, Unit Testing (Mocha)

Documentation & Training:

- Developer and API documentation, end-user guides, training materials, SOP creation
- Creating online training courses using Articulate Storyline, HTML, and custom integrations

Creative:

- Adobe Photoshop, Adobe Premiere, Adobe Audition, DaVinci Resolve, Sketch, Figma
- Video Production Skills: Editing, rotoscoping, voice-over, on-demand training video creation

LEADERSHIP EXPERIENCE

- **Strategic Vision:** Developed and executed the department's first IT roadmap, aligning technology investments with organizational goals, improving efficiency, scalability, and compliance, and delivering projects on schedule to support long-term, secure growth strategies.
- **Project Leadership:** Directed and delivered large-scale initiatives, including infrastructure upgrades, secure application deployments, and web migrations, resulting in increased system performance, enhanced security, and a reduction in unplanned downtime.
- **Change Management:** Led change management initiatives, driving large-scale system transitions such as Google Drive migration, chemical inventory system adoption, and version control upgrades. Focused on user adoption, stakeholder communication, and workflow optimization, ensuring seamless transitions with minimal disruption.
- **Cross-functional Collaboration:** Partnered with leadership, HR, and stakeholders to define and refine staff roles, responsibilities, and project strategies. Optimized resource allocation, streamlined communication, and accelerated project delivery, enabling faster decision-making across departments.
- **Mentorship:** Guided junior developers and designers through regular career development meetings, fostering collaboration, innovation, and professional growth. Several mentees achieved promotions and expanded their leadership responsibilities under my guidance.
- **Team Empowerment:** Championed innovation time by allocating resources for R&D projects, promoted staff development through targeted learning opportunities, and

mitigated resource constraints to ensure critical project timelines were met without delays.

WORK EXPERIENCE

Self-Employed

Technical Consultant (Startups & Nonprofits)

07/2015 - Present

- Provide strategic IT and web solutions to startups and nonprofits, emphasizing secure integrations, content strategy, database migrations, application redesign, and compliance
- For the Stanford Blood Center, designed and implemented a workflow automation solution that streamlined processes during response to the Zika virus outbreak in 2015, reducing manual data entry and improving operational efficiency by 37%. This involved creating a PHP script to scrape and parse FDA content, custom logging and caching, and email notifications highlighting what exactly had changed, and this was hosted in AWS
- Led the migration of a non-profit's AED database to a secure, cloud-based system (AWS), ensuring data integrity, achieving near 100% uptime, and improving accessibility for users across multiple locations. This involved redesigning the database schema in MySQL, developing a new user-friendly web interface using HTML/CSS/JavaScript, and rewriting their iOS and Android application for simpler maintainability

Stanford University

IT Manager & Product Owner; Digital Transformation (Environmental Health & Safety)

05/2005 - 10/2024

- Served as Product Manager for critical Environmental Health & Safety (EH&S) applications and IT infrastructure, including a chemical inventory system adopted by a consortium of 50+ universities institutions across the US, enhancing compliance, data accuracy, and safety protocols
- Led the full product lifecycle (design, development, testing, deployment, maintenance) for multiple web applications, including waste management, injury reporting, and the aforementioned chemical inventory system
- Gathered and defined product requirements (using tools like Jira and Confluence), translated them into user stories, and owned the product backlog, prioritizing features based on stakeholder input, business value, and technical feasibility
- Facilitated Agile/Scrum ceremonies (sprint planning, daily standups, retrospectives), fostering a collaborative and iterative development environment
- Collaborated closely with engineering and Linux sysadmins to ensure successful product delivery, meeting deadlines and exceeding quality standards
- Developed an AI-powered self-service support portal using a machine learning model trained on EHS web content and PDFs to automate user inquiries. Integrated generative

AI-driven responses for natural language processing (NLP)-based assistance, reducing manual support workload and improving resolution speed, accuracy, and user satisfaction

- Prototyped an AI-driven workflow automation model at Stanford to prioritize and streamline IT support request handling, improving response consistency and scalability
- Transitioned the department from Waterfall to Agile methodologies, introducing iterative releases, sprint planning, and a new Git-based version control process, improving developer collaboration, code quality, and faster release cycles
- Led the planning, architecture, and execution of a complex migration of a 500+ page website migration, including a simultaneous host change. This project involved coordinating with stakeholders, managing technical implementation (including SSO integration and DNS updates), and ensuring a smooth transition with zero downtime, resulting in improved maintainability, SEO, and user experience
- Developed a portfolio of over 10 websites using WordPress, Drupal, and custom HTML, meeting departmental needs for scalability and security. Improved user experience through continuous design enhancements
- Led IT infrastructure management, optimizing cloud services (AWS, GCP), automating deployments via CI/CD pipelines, and implementing centralized monitoring/logging (Splunk) to maintain 99.9% system reliability. Conducted regular vulnerability assessments using Qualys, improving system security posture and compliance with HIPAA and organizational policies
- Implemented and managed a centralized logging system (Splunk) for proactive monitoring, troubleshooting, and performance optimization. Analyzed system logs and implemented monitoring tools to proactively identify and resolve potential issues, ensuring high availability and system stability
- Managed hardware and software lifecycles, including procurement, installation, configuration, patching, and upgrades
- Led business continuity planning efforts for the department, identifying critical systems and processes, developing recovery strategies, and conducting regular testing to ensure preparedness for potential disruptions
- Troubleshooted and resolved complex application and system issues, utilizing debugging tools and analyzing error logs to identify root causes and implement effective solutions
- Led a university-wide fire alarm notification system upgrade, impacting over 600 buildings, by replacing aging hardware and migrating from an end-of-life Windows version. This improved system compliance, safety, reliability, and emergency response for the entire campus
- Designed and developed responsive, accessible UX/UI workflows for web and mobile platforms using Figma, Sketch, and Adobe tools, ensuring WCAG-compliant user experiences. Produced high-quality mockups, training materials, and graphics to improve usability for researchers, faculty, staff, students, healthcare professionals, and patients
- Created and maintained 25+ online training courses and videos using Articulate Storyline, HTML, and custom integrations, improving user engagement, downstream workflows, and accessibility

- Produced high-quality video content, including rotoscoped elements and pitch videos, to support on-demand educational programs (Adobe Premiere, Adobe Audition, DaVinci Resolve)
- Created and maintained comprehensive documentation, including technical specs (APIs, system processes) and end-user guides, while developing a centralized knowledge-sharing portal to increase productivity and information access
- Developed and led career mentorship programs for software engineers and designers, resulting in multiple promotions and expanded leadership responsibilities. Provided individualized training plans and performance coaching, helping mentees transition into leadership roles
- Facilitated collaboration across technical teams, product stakeholders, and leadership by coaching team members on Agile methodologies, stakeholder communication, and strategic problem-solving, improving alignment between IT and business objectives
- Co-managed EH&S projects by leading product development initiatives, including feature design, user experience refinement, and roadmap prioritization, ensuring alignment with evolving departmental objectives
- Researched, selected, and implemented a Digital Asset Management (DAM) system to manage and distribute marketing collateral and graphics, improving efficiency and brand consistency
- Developed and documented a file system managed process for Google Drive to standardize workflows and support business continuity

TRAINING & CERTIFICATIONS

- Completed HIPAA Compliance Training (Stanford University; annually)
- Mental health first aid (Udemy): Focused on supporting others with their mental health
- Intro to Psychology (Yale University via Coursera): Covers psychological theory and human behavior